School Meals Arrears Procedures

Michaela Community School

Approved by:	Full Governing Body
Approved on:	22nd March 2023
Next review due:	March 2025

Any money owed to the school has an impact on the overall budget and may affect the resources that can be provided to all children. At Michaela Community School we expect parents to understand this and to make every effort to avoid owing the school money.

The school will take all reasonable measures to collect debts as part of its management of public funds, and will make all parents aware of the school's expectation and procedures.

All parents are informed of the arrangements for lunch payments at the Year 6 Parents Evenings and are set up on Parent Pay when their child joins the school. Office Staff are available to support parents in accessing and using Parent Pay. Where appropriate, parents are advised how to apply for Free School Meals.

The school does not expect debts to accrue, however in the event that this happens the following information is an explanation of how the school will proceed:

- Parents are sent a letter every half-term detailing lunch payment arrangements. This letter sets out the amount and deadline of the half-termly lunch payment. The deadline is usually the Friday before the next half-term starts.

- When this deadline has passed, the Finance & Logistics Senior Administrator sends a letter to any parents with an outstanding debt. The letter details the exact amount owed and sets a new deadline of one week for the payment to be made. On the day of the deadline, a text reminder is sent to those who still have an outstanding balance.

- Once the 2nd deadline has passed, anyone who still has an outstanding balance is telephoned. Regular calls continue until payment is made, a payment date is confirmed, or a payment plan is created.

- As a last resort Family Lunch Withdrawals are implemented. Pupils are moved from the halls and receive their lunch elsewhere; they return to Family Lunch once payment has been received or a payment plan has been arranged.